



# PUBLIC NOTICE

Federal Communications Commission  
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## MAINTAINING WIRELESS SERVICE FOR CONSUMERS AFFECTED BY HURRICANE RITA

**The Wireless Telecommunications Bureau and Consumer & Governmental Affairs Bureau  
take steps to ensure consumers are not improperly disconnected from wireless service in  
the wake of Hurricane Rita**

In this public notice, the Wireless Telecommunications Bureau (WTB) and Consumer & Governmental Affairs Bureau (CGB) take steps to ensure that wireless service providers do not improperly disconnect consumers displaced by Hurricane Rita because they are unable to pay their bills. Hurricane Rita displaced numerous residents of coastal Texas and Louisiana, and many of these customers rely on their wireless service during this difficult time to remain in touch with loved ones. Based on the representations of a number of wireless carriers serving consumers displaced by Hurricane Rita, WTB and CGB understand that the common practice in the wireless industry at this time is to continue providing service to displaced people who cannot pay their bills in the wake of the hurricane.

WTB and CGB understand that as in the case of Hurricane Katrina previously,<sup>1</sup> consumers displaced by Hurricane Rita are concerned that wireless service providers may disconnect service for failure to pay their bills. To ensure that consumers of these services continue to maintain access to their wireless service during this difficult time, all licensees of wireless services serving consumers affected by Hurricane Rita are required to submit a report no later than Wednesday, October 12, 2005, verifying their compliance with the standard industry practice of maintaining service to people displaced by the hurricane despite failure to pay bills. Reports should describe the grace period or other relief licensees are providing for this issue. Reports may be submitted in letter format addressed to the chiefs of the respective bureaus. Electronic copies of the reports should be provided to [Rita\\_Wireless\\_Report@fcc.gov](mailto:Rita_Wireless_Report@fcc.gov). In addition, licensees must also serve one copy with the Commission's copy contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW, Room CY-B402, Washington, D.C. 20554, (202) 488-5300, or via e-mail to [fcc@bcpiweb.com](mailto:fcc@bcpiweb.com).

For further information contact:

Chelsea Fallon, WTB at (202) 418-7991 or Leon Jackler, CGB at (202) 418-0946.

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<sup>1</sup> See "Maintaining Wireless Service For Consumers Affected By Hurricane Katrina," *Public Notice*, DA 05-2421 (rel. Sept. 7, 2005).